INFORMATION SERVICES

POLICY COMMITTEE

REPORT

March 8, 2007

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO:	Information Services Policy Committee
FROM:	Doug Thomas, Information Services Manager, Information Services
DATE:	March 8, 2007
SUBJECT:	Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. **InterLinc eGov**
   The Web Assistant I course work continues to be prepared with first classes planned in the spring. The WiLinc Technology sub-committee met for the first time last month. Three groups were assigned to research the hardware and software issues so they can be incorporated in the final report. The next meeting is scheduled for 03/08/07. Terry received the signed E.O's for the new InterLinc Partners on 03/05/07 (Windstream, KLKN, KFOR). Phase II of the InterLinc Action Center (Ombudsman), is scheduled to begin 2nd quarter 2007. Chris is working on the new ePay Parking option that will allow the reloading of parking garage cards and take monthly payments via InterLinc. Early sales totals for ePay swimming pool passes (365). Chris will begin to work on the ePay Parks Shelter and Golf Reservations systems as time permits. The new virtual tour of the County/City Building was deployed.

2. **County Attorney/Public Defender Case Management System**
   See ISPC status report.

3. **Equipment Management System**
   See ISPC status report.

4. **Empagio Beta Project (Tesseract)**
   Project planning for production implementation in FY07/08.

5. **CIP Automation Phase I**
   Final review meeting took place on 02/21/07. Phase II planning was discussed for next fiscal year.

6. **ENTERPRISE ONE Upgrade (PeopleSoft)**
   Three days of down time due to complete system rebuild after an ESU update process corrupted the system.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in February was 10.30%
compared to 5.09% in January. The increase in average utilization is mainly
attributed to the package rebuild function that was done to refresh the PeopleSoft
environment during the prime shift of February 22nd and 23rd. Disk utilization is 55.9%.

The City Finance JDE AS/400 prime shift utilization in February was 10.46%
compared to 14.25% in January. Disk utilization is 65.0%.

The Lancaster Manor AS/400 disk utilization is 37.4%.

The IBM z/890 Enterprise Server prime shift utilization was 57.70%
in February compared with 47.24% in January. There were 2,669,955 CICS
transactions executed, which included 703,193 web transactions.

The CJIS Alpha Server prime shift utilization was 60% in February
compared to 54% in January.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER
CASE MANAGEMENT

Project Manager: **Mark Wieting**   **March 8, 2007**
Analyst: **Jim Jambor**

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and Attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

02/07   *   An onsite by defenderData staff was held February 6th - 9th. They installed a development system on several PC's in the Public Defender and the County Attorney's offices, and allowed staff to use the system and provide feedback while they performed requested changes. They left the system in place while they returned to Utah, where they will be responding to additional change requests as they come up. They have stated that they feel the Public Defender could be live by the end of March.

Future Events:

03/07   *   DefenderData will continue to field changes proposed by the Public Defender and County Attorney.

History:

10/03   *   System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

01/05   *   Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05   *   Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

11/05   *   The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

12/05   *   Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasability of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.

01/06   *   We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.

02/06   *   Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.

03/06   *   DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.

04/06   After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.

05/06   *   The County Attorney has drawn up their confidentiality agreement, and it was signed by DefenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.

06/06   *   All data from both the Public Defender and the County Attorney systems was sent to DefenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.

07/06   *   DefenderData continued to load our data into their database. No other action was taken on this project.

08/06   *   DefenderData continued to load our data into their database and should be completed early next month.

09/06   *   DefenderData finished loading the data into their database and began screen changes. Workload prevented them from moving very far on this project.

10/06   *   DefenderData completed initial screens to display our data and we viewed them during a demonstration on October 6th.

11/06   *   No action was taken on this project as defenderData finished up some of their production projects.

12/06   *   A demonstration of both the current systems for the Public Defender and the County Attorney was held for defenderData on December 1st. This was to give them some idea of how the systems are being used, and hopefully a little insight to the behind the scenes workings. Samples of all documents printed interactively were sent to them also.

01/07   *   DefenderData continues to make changes to the development system.

CITY EQUIPMENT MANAGEMENT

Project Manager: **Scott Zimmerman/Mark Wieting**   **March 8, 2007**
Analyst: **Chad Peters**

Project Description:

Public Works has been looking to replace their current Equipment Management system, which is a purchased package incorporating VSAM files. A new system, to be written by Information Services will use browser based screen presentation with DB2 on the mainframe as the database manager. It will include modules of Units/Equipment, Parts/Inventory, Repair Orders, Gas/Fuel, Billing, and Depreciation/Replacement. It will also allow for participation of other agencies, specific targets being Police Garage, Fire Department, StarTran, and Lancaster County Maintenance, if they so desire. Where feasible and practical, it shall make use of wireless technologies, bar codes/scanners, remote and internet access.

Current Events:

02/07   *****   Interviews continued for Billing, Budgeting, and Depreciation. Also, schedule meetings with the other agencies to get their input of additional features. Work was started on the Requirements document. Interviews were completed for all modules, but some will require additional follow up meetings.

Future Events:

03/07   *****   Complete the interview process for all modules and begin work on the design effort. Continue work on the Requirements document to have it complete by the end of March or early part of April. Begin talking with other agencies about their possible participation in this project.

History:

01/07   *****   Meetings were held to review the current system and to discuss bottlenecks, desired new features, and flow of information between modules. Interviews were held for Units, Parts, Repair Orders, and Gas/Fuel. Notes from these meetings are being assembled to be used in a Requirements Document.